Frequently Asked Questions

DART FIRST STATE REAL TIME

DART Real Time Bus Information: Frequently Asked Questions

- ◉ Q: How do I track a bus?

  - • A: Enter the DART icon from the main menu, select a stop, and click on an estimated arrival time. You can locate stops near you by clicking the location button within the app.

- ◉ Q: What is the difference between the two bus stop icons?

  - • A: The icons with a bus are node stops, which are scheduled stops. Scheduled stops are key stop locations spaced along the bus route which help bus Operators remain on-time according to the published schedule or timetable. The circular green icons are regular stops. Regular bus stops are locations along the bus route where customers can now receive real-time bus arrival information.

- ◉ Q: I am tracking a bus and it does not appear to be moving. Why?

  - • A: The bus may not be moving because it is serving another stop, at a red light, or experiencing a traffic delay. We also occasionally experience temporary delays in signal processing from GPS to internal systems. If you continue to watch the icon you will see the bus move.

DART Real Time Bus Info: FAQs

- Q: If a bus shows as arriving early, do I need to get to the stop sooner to avoid missing it?
  - A: No, drivers are instructed to maintain schedule adherence for each node stop. However, arriving a few minutes early to avoid missing the bus is recommended.

- Q: Sometimes a bus appears to be off their route. Why?

  - A: Several possibilities exist. The bus could be on a detour, for example. We are also working to correct a data deficiency on certain routes. Check rider alerts in the "Contacts" tab of the stop for more information on detours and changes in routes.

- Q: If I see N/A for estimated arrival time what does it mean?

  - A: The bus could be already at the stop, you may need to press the refresh button, or the arrival time is too far out into the future.

- Q: How often should I use the refresh button?

  - A: It is useful to refresh periodically to ensure your device has the latest feed for estimated arrival. You can accomplish this with the refresh button, or by closing out of the stop, and re-entering it.
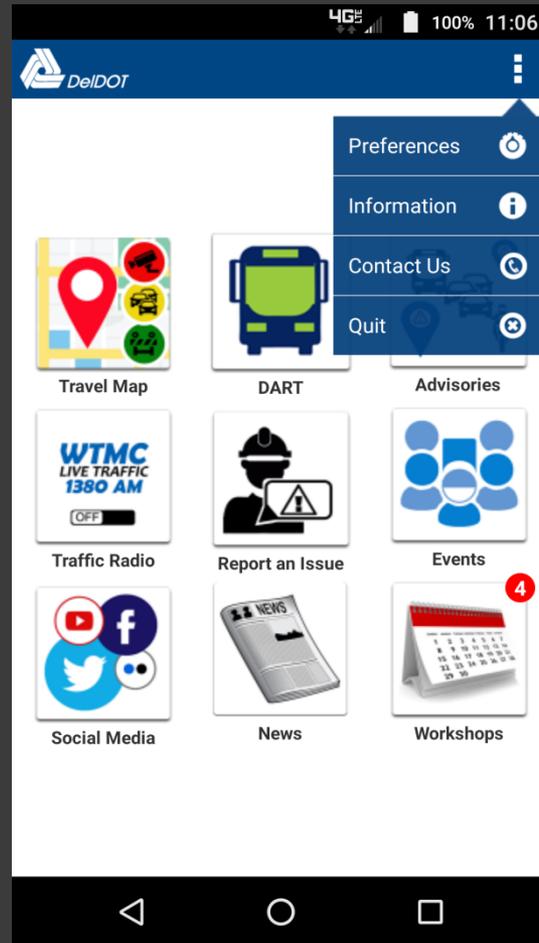
DART Real Time Bus Info: FAQs

- ◉ Q: I am tracking the bus and the bus icon disappeared. Why?

  - A: A variety of causes could result in this behavior. For example, the bus may have entered an area of low cellular coverage, or your device could have lost its connection. Real time information is dependent on a wide variety of factors including telecommunications, internal processing, road conditions, and other operational elements.

- ◉ Q: How are the route numbers ordered for the next scheduled arrival times?

  - A: In numeric order for routes serving the stop. Example 2, 6, and 10 would be displayed in the same order when scrolling down to see next scheduled arrival times for each.

- ◉ Q: What if I do not see any estimated arrival times at the stops I selected?

  - A: you may be looking at the Travel map, instead of the new dedicated DART map. Please return to the main menu and click on the DART bus icon to enter the correct map for DART real time info.
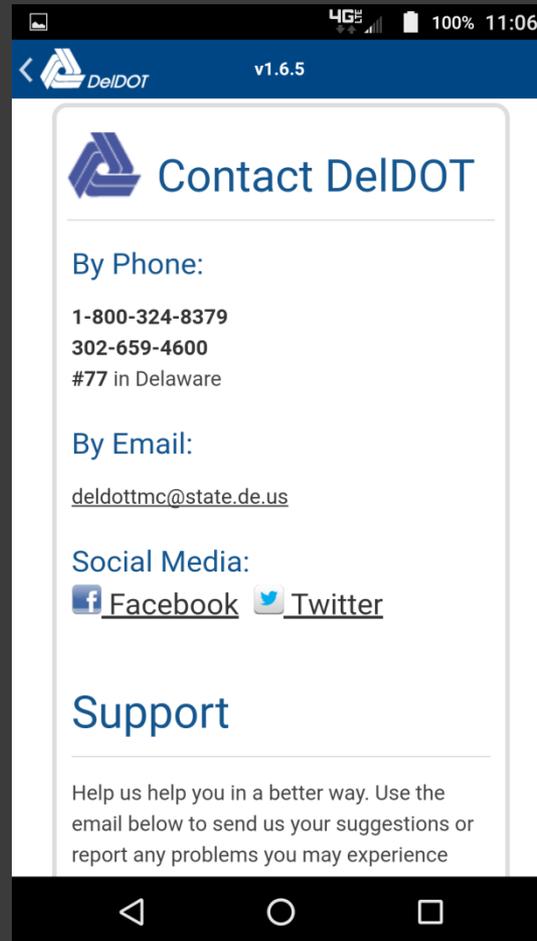
DART Real Time Bus Info: FAQs

⊙ Q: I clicked an estimated arrival time link and got a message showing "bus location currently not available for this trip". What does this mean?

• A: Typically this means we have an estimated arrival time but the bus may not be serving your specific trip yet (where its location data for your trip is obtained for display), or other possible reasons. Please keep in mind that Real time information is dependent on a wide variety of factors including telecommunications, internal processing, road conditions, and other operational elements. Please reference the estimated arrival if no location is displayed.

⊙ Q: How do I contact DelDOT/DART with feedback about the app?

• A: If you have feedback about improvements to the mobile application please visit the Contact Us menu option seen on the screenshots that follow, or email DOT_MobileApps@state.de.us. Report bus service inquiries and comments at www.dartfirststate.com/feedback

Contact Us for Feedback

Contact Us for Feedback

Contact Us (Scrolled Down)